

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION



0000156045

To: Docket Control

ORIGINAL

Arizona Corporation Commission

DOCKETED

SEP 23 2014

DOCKETED BY

A handwritten signature in black ink.

RE: EPCOR

Docket # W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 6 customer comments regarding the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

RECEIVED
2014 SEP 23 A 9:49
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118744

Date: 9/18/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Nancy Last: Pyle

Account Name: Nancy Pyle

Home:

Street: 10138 W. Audrey Drive

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

Dear Commissioners

I am a resident of Sun City and am greatly concerned about the 89% rate increase requested by EPCOR. I was raised to have respect for the value of a dollar and to live within my budget. As a retired person I must manage my expenses within the boundaries of my income and what is being proposed will require not only myself but many others to choose between water, food, medicine or simply do without other basic living necessities. Sun City is an older established community and we have paid for and continue to pay for the maintenance of our infrastructure and asking us to pick up the tab for infrastructure outside our communities is financially unfair and under no circumstances should ever be considered as a viable option for a "fixed" income community. I URGE you to fight for us to have a voice in the matter and not allow a large corporation to have this much control because their greed will not end and people will suffer financially. Water is needed for life but it should not kill us to pay for it either!

Thank you for time

Best Regards

Nancy Pyle

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/18/2014

Opinion No. 2014 - 118744

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118743

Date: 9/18/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Donna

Brown

Account Name: Donna Brown

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

After careful consideration, I selected Sun City, AZ as my retirement home. Dell Webb had developed a beautiful community and had so much to offer a retiree on a fixed income. Sun City was a fair and warm community who's motto was The Volunteer Capital.

I wish I could say that after 9 years of living here, I'm continuing to experience many negative and thoughtless acts upon it's citizens.

There is no way that the majority of the residents in Sun City can tolerate or handle the continuing increases that have been thrust upon us with no voting rights whatsoever. What might seem like a small increase to our utilities, etc., believe me, it is anything from small when you consider that our cost of livings is increasing but our Social Security increases have not.

We are living in homes that were built in 1960 and are all facing the imminent danger of bursting old, worn out water and wastewater lines. This is not a small repair by any means. And we continue to have increase after increase every time we turn around. Sun City residents no desire to be included in the consolidation of other water districts.

Donna Brown

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/18/2014

Opinion No. 2014 - 118743

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118742

Date: 9/18/2014

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **James and Eona Schulz**

Account Name: James and Eona Schulz

Home: (

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. **EPCOR Sewer *AAWC**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

ACC Commissioners:

Please add our names to the list of voters opposing the rate increases proposed by APCOR.

James G. Schulz

Eona M. Schulz

10004 W Desert Forest Cir

Sun City, AZ 85351

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/18/2014

Opinion No. 2014 - 118742

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118741

Date: 9/18/2014

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: James and Bonney Lunnie

Account Name: James and Bonney Lunnie

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

WE live in Sun City, and are fortunate to perhaps be able to pay the huge increase EPCOR is hoping for. We don't understand why they are targeting Sun City with such huge increases. There must be a better way. Many people in Sun City can barely pay their rent and live solely on SS. EPCOR will be in a mess if people move out of Sun City and there is noone to pay their increases. Please listen to the people. I would like to hear from you regarding our stand on this matter.

We would like to hear from each one of you as to how your vote on this matter will go.

Thank you.

James & Bonney Lunnie

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/18/2014

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2014 - 118741

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 118740

Date: 9/18/2014

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: Gertrude

Kearns

Account Name: Gertrude Kearns

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85373

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

It is not right that the people of the Sun Cities who have been customers of this water company for many years should have to pay for the fact that Epsor has bought other water districts which need infrastructure replacements.

A lot of the residents of the Sun Cities live on fixed incomes & can't afford the added increases Epcor is asking for. Since they purchased the other water companies they should foot the bill & not pass on to long time customers the cost they say they are incurring.

I am asking you to not grant this increase.

Thank you

Gertrude Kearns
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 9/18/2014

Opinion No. 2014 - 118740

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Inquiry No. 2014 - 118792

Date: 9/22/2014

Complaint Description: 08Q EPCOR
08G Consolidation - Opposed

First:

Last:

Complaint By: Norma L. Rosen

Account Name: Norma L. Rosen and Thomas P. Petty

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company. EPCOR Sewer *AAWC

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-01303A-09-0343 AND SW-01303A-09-0343 *****

Customer sent the following -

As a Sun City, AZ resident I am requesting you do not allow full consolidation of all the EPCOR wastewater districts. Based on the figures supplied by EPCOR, each Sun City wastewater user would experience a 90% rate increase if full-district consolidation was to be approved by the Commission.

EPCOR noted in their ACC response they have projected additional capital improvement costs for the Sun City District of \$9.3M over the next five years. If a full consolidation were to take place, Sun City users would be required to pay an additional \$22.5M over the noted five-year period. This equates to subsidizing other district costs in the amount of \$13.2M. We cannot and should not be required to subsidize other districts for poor planning and choices.

Thank you for your consideration and a vote to deny full consolidation of the EPCOR wastewater districts.

Respectfully yours,

Norma L. Rosen

Thomas P. Petty
End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 9/22/2014

Inquiry No. 2014 - 118792
